

Mindoula Health

MDCTO-0111

Summary Information

Maryland Primary Care Program, 2018 Application Cycle

CTO Overview

CTO Information			
Application ID Number	MDCTO-0111		
Status of the Proposed CTO	The proposed CTO will be owned and operated by a healthcare organization and does not yet exist.		
Organization Site Name	Mindoula Health, Inc.		
DBA Name	Mindoula Health		
Website (if applicable)	www.mindoula.com		
Ownership & Legal Structure			
Owned by Health Care Organization	No		
Name of Parent Organization	N/A		
Legal Structure	Profit corporation: Mindoula Health, Inc. is a Delaware C-Corp.		
Service Area			
Counties Served	All 24 Counties: Allegany County; Anne Arundel County; Baltimore County; Baltimore City; Calvert County; Caroline County; Carroll County; Cecil County; Charles County; Dorchester County; Frederick County; Garrett County; Harford County; Howard County; Kent County; Montgomery County; Prince George's County; Queen Anne's County; Saint Mary's County; Somerset County; Talbot County; Washington County; Wicomico County; Worcester County		
Partnerships			
Formal Partnerships	N/A		
Informal Partnerships	Cornerstone, Safe Journey, Avery Rd, Warwick Manor, MD Recovery, Salvation Army, KOLMAC, Helping Up Mission, Tuerk House, Turning Point, Trosa, Massey Unit, Stepping Stone, Clearview. Healthcare for the Homeless, Everymind, Doors, Lead for Life, Green Door, Way Station, Bread for the City, Greenridge, Shady Grove and Washington Adventist, VESTA, Community Connections, SOME, Isiah House Shelters: Multiple MD locations.		
Services Offered			
Tele-diagnosis	Currently in place		
Tele-behavioral health	Currently in place		
Tele-consultation	Currently in place		
Remote Monitoring	Currently in place		
Other	N/A		
HIT			
CRISP Connectivity	We use CRISP to view data.; We send administrative encounter data to CRISP on a regular basis.		
HIT Product Name	Care at Hand	Mindoula	Dr. Chrono
HIT Vendor	Care at Hand	Mindoula Platform	EHR Practice Management and Mobile Solutions

Care Team Members

Category	Currently in place: How many?	Planned for future: How many?
Administrative Support	4	4
Behavioral Health Counselor	N/A	N/A
Billing/Accounting Support	4	4
Care Managers - RNs	1	2
Care Managers - Medical Assistants	N/A	N/A
Care Managers - Certified case managers, MSW or RN care managers	30	40
Community Health Workers	3	5
Data Analysts	1	2
Health IT Support	4	5
Licensed Social Workers	6	9
Nutritionist	N/A	N/A
Pharmacists	N/A	N/A
Practice Transformation Consultants	-	3
Psychiatrist	15	15
Psychologist	N/A	N/A
NPs, PAs	6	6

Vision

Mindoula Health was established in 2013 with the goal of transforming behavioral health care. Mindoula Health provides three important elements of behavioral health care delivery: (1) clinical psychiatric services, (2) care extenders (e.g., case and care managers), and (3) an innovative technology platform that provides powerful analytic and engagement tools. The programs that Mindoula has built have delivered care for thousands of patients across the continuum of behavioral health conditions, leading to reductions in hospital stays, reductions in health care costs, and improvement in behavioral, physical and functional outcomes. Mindoula's behavioral health care solutions can help primary care practices facilitate their transformation into Advanced Primary Care practices. The transformation of primary care is aimed at improving overall health outcomes while reducing total health care costs. Drivers of this transformation include changing how healthcare is paid for (a shift toward paying for value not volume), a vigilant evaluation of quality and outcomes, the use of data systems to support clinical delivery of care, and team-based, comprehensive care delivery that considers patient needs, preferences and values in all care design. The re-design of primary care supported by MDPCP provides the resources and structure to enable practices to engage in transformation. However, for many practices, the availability of behavioral health expertise across all of these drivers is limited. Mindoula's approach toward transforming behavioral health care utilizes the same set of drivers which will deliver transformation in primary care. At the center of our approach is the patient. We know that patients need support at different times and in different places. Therefore, our services are delivered in-person or virtually through secure messaging, mobile and web based applications and the telephone. Our proprietary set of psychometrically valid assessments enables collection of self-reported data about physical and behavioral health symptoms and social determinants of health and allows patients to provide brief check-ins about current functioning or need for care. Care at Hand, Mindoula's tool used to manage patients in transition, reduces readmissions and ED use. Our technology and data platform provide ongoing analytic support to care extenders (case and care managers) and administrative staff, which drive the most efficient care and the best outcomes. Our programs span the continuum of care needs, from providing focused short-term case management to delivering the evidence based Collaborative Care Model for patients with diagnosed behavioral health disorders that are being treated by their primary care physicians. Additional programs also enable transitional care support for patients returning to the community from the ED or hospital. Finally, we have years of experience partnering with patients, providers and payers in value-based arrangements to deliver clinical and economic outcomes. Mindoula will enable practices to meet Track 2 designation, and will provide all of the activities related to successful transformation for patients with behavioral health needs. Services will include implementation of 2 step risk stratification, care coordination, case/care management, access to a behaviorist, psychiatric consultants, access to direct psychiatric services and Collaborative Care, use of Mindoula's successful transitional care programs, partnership with practices to facilitate patient/family member input and contribution to quality reporting. Mindoula Health welcomes the opportunity to partner with primary care practices in Maryland to achieve the vision of better quality behavioral and physical health care for patients and their families. We are firmly committed to providing care that reflects the principles and drivers of a transformed primary care system.

Approach to Care Delivery Transformation

Mindoula will focus on patients with behavioral health (BH) needs, will serve as a care transformation partner and provide elements required for Track 2 designation (BH Integration, use of the Health Related Social Needs Survey (HRSNS), psychosocial resources in the community). Mindoula will identify patients with/at risk for BH needs, develop care plans, deliver case management, transitional care, and provide access to additional direct BH services: 1: Care Coordination Services: BH care coordinators will synthesize algorithm and multi-symptom BH data and develop a comprehensive BH care plan. Care/case managers will support care transitions and deliver targeted BH interventions; behaviorists, psychiatric consultants, NPs and PAs will manage patients with BH and co-occurring chronic illnesses. 2: Support Care Transitions: Patients leaving inpatient/ED care will receive support to facilitate transition to the community and decrease readmissions and ED use. The team will use care plans that maximize long term adherence to treatment, minimize re-admissions and ED visits and maintain positive general and BH health. 3: Standardized Beneficiary Screening: Mindoula uses an algorithm applied against practice data with a proven record of identifying BH risk. Second level screening includes the HRSNS and Mindoula's BH screening. 4: Data Tools and Informatics: Mindoula maintains targeted, bi-directional data sharing between its platform and practices, including interface with CRISP. Mindoula's Care at Hand tool generates real-time alerts about risk for hospitalization which reduces readmissions. Mindoula's proprietary set of validated symptom rating scales address common BH conditions including depression, anxiety, substance use and suicide. Assessments facilitate algorithms to drive BH care and track outcomes. 5: Practice Transformation: Mindoula partners with practices to address all aspects of care transformation and integrates patient/family feedback into activities.